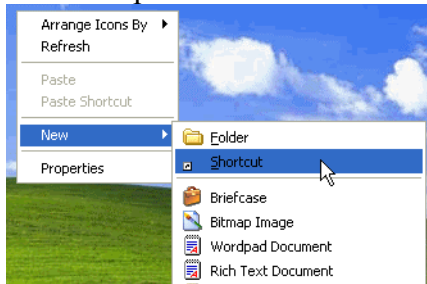


How to create desktop shortcut for Outlook Web Access

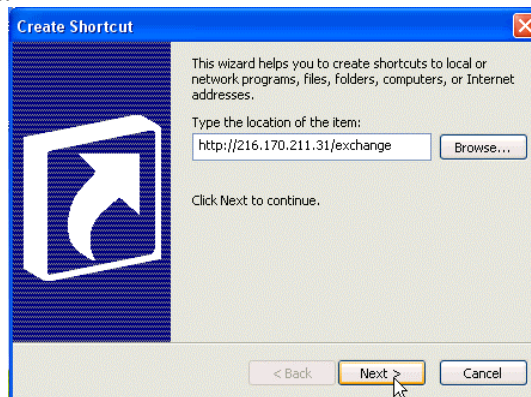
Situation: An Internet Explorer Favorite was created to Outlook Web Access while logged into OWA as UserA and sent to the desktop. UserB attempting to access email via OWA uses the same desktop shortcut and receives an 'Access is Denied' error message.

Solution:

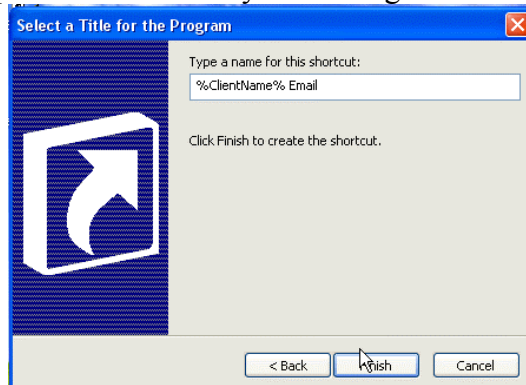
- 1. Delete existing desktop shortcut.
- 2. Create new shortcut from scratch.
 - Right click on the desktop and select New→Shortcut.



- Enter `http://000.000.000.000/exchange`, replacing 0's with the server IP address. Click Next.



- Type a name for the new shortcut and click Finish. You now have a shortcut on the desktop that will allow any user to login to OWA.



- 3. Copy the shortcut you just created and paste it to `C:\Documents and Settings\All Users\Desktop`. Delete the original shortcut.
- 4. Logoff and log back in as a couple of users to confirm that shortcut works.